



THE *Future of Digital Health*

AND THE PEOPLE WHO BENEFIT

June 4 – 7, 2017

Toronto ON, Canada

e-Health 2017 Sunday Symposium “Consumer Digital Health”

June 4, 2017

Room 201CDEF

Metro Toronto Convention Centre, North Building

- Program Outline -



Welcome

Thank you for spending your Sunday with us! Collaboratively brought to you by COACH, Canada Health Infoway and CIHI, e-Health 2017's new Sunday Symposium program is designed to offer something for everyone in Canada's HI Community, including clinicians, administrators, analysts, vendors, government agencies and regulatory authorities, academics, researchers and students.

Working from these three key facts;

- 1) The Canadian healthcare consumer is digitally literate and expects to be involved in their own healthcare decisions;
- 2) Use of consumer digital solutions across the country has doubled in the past two years; and
- 3) Studies confirm what health leaders have long suspected: engaged patients have better health outcomes – this session will explore digital health technologies and their potential to transform the patient experience and improve patient outcomes.

Join us Sunday, June 4 to listen to Canadian and International perspectives on digital health; share experiences and lessons learned, and discuss consumer empowerment, the current state of consumer digital health solutions, patient centered data, and the vision for the future.

Meeting Objectives

The Sunday Symposium 2017 Program provides attendees with opportunities to:

- Listen to Canadian and international perspectives on digital health
- Share experiences and lessons learned; and
- Discuss the consumer empowerment, the current state of consumer digital health solutions, patient centered data, and the vision for the future.

Program Accreditation

The Symposium program is accredited to allow attending clinicians and health care leaders to earn valuable education credits, as follows:



Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **1.75 Category II credits** towards their maintenance of certification requirement.



Une participation à cette réunion par un membre certifié du Collège canadien des leaders en santé (CHE / Fellow) vaut **1.75 crédits de la catégorie II du MDC** à l'égard de l'exigence du maintien de la certification à laquelle ceux-ci sont soumis.





CPHIMS-CAs are eligible to earn over 4 Continuing Education (CE) hours to put towards their CPHIMS-CA renewal for attending the e-Health 2017 Sunday Symposium.

Sunday Symposium Program

Time	Session	Description
11:00am - 12:00pm	Registration	<p>Registration of Attendees</p> <p>Welcome those who registered on-line as part of their overall eHealth Conference registration.</p> <p>On-site registrations are welcome to purchase their tickets at the registration desk on the 200 level of the North Building, Metro Toronto Convention Centre.</p>
12:00pm - 12:30pm	Networking Luncheon	Buffet Luncheon
12:30pm - 1:00pm	Luncheon Keynote	<p><i>Your Money or Your Life? How Patient Engagement Can Save Both</i></p> <ul style="list-style-type: none"> Ms. Lygeia Ricciardi, EdM Digital Health Expert & President, Clear Voice Consulting <p>Just a few years ago, the concept of “patient engagement” in health was quickly dismissed—laughed at or considered irrelevant. Healthcare was provided by professionals, for the benefit of patients. Today, patient or consumer engagement is a mainstream concept, even if not everyone agrees on what it means. What has changed? I’ll talk about where we’ve come from, share some snapshots of where we are now, and identify major emerging trends in patient engagement and digital health. How can you make patient engagement work for you, and those you care about? Let’s talk about it!</p>
1:00pm - 1:15pm	Q&A with Lygeia & Closing Remarks	Lygeia Ricciardi will take questions moderated by Mark Casselman, Chief Executive Officer at COACH, Canada’s Health Informatics Association.
1:15pm - 1:30pm	Transition to Break-Out Sessions	Attendees will move to the break-out sessions of their choice.



<p>1:30pm – 4:00pm</p>	<p>Break-Out Sessions</p> <p>The afternoon breakout sessions are divided into three tracks focused on empowering the healthcare consumer:</p> <ul style="list-style-type: none"> • Consumer digital health solutions • Consumer digital health future vision • Consumer digital health data & analytics
<p>Empowering the Healthcare Consumer: Consumer Digital Health Solutions</p> <p>Location: 202AB</p> <p>Presented by:</p> <p>ASSOCIATION CANADIENNE D'INFORMATIQUE DE LA SANTÉ</p> 	<p><i>Building a Pan-Canadian Connected Care Playbook</i></p> <p>This informative working session will engage attendees – IM/IT professionals, healthcare providers, entrepreneurs and developers – in the design of a collaborative approach for digital health solutions connecting people with their care teams.</p> <p>Connected care use cases presented by healthcare organizations, software companies, and entrepreneurs from across Canada will provide the foundation for working discussions to develop a pan-Canadian connected care toolkit (prototype to be refined) based around key domain areas, including:</p> <ul style="list-style-type: none"> • Leadership & governance for connected care programs & projects • Technology specifications for connected care systems • Incubating & operationalizing – program start-up, scale-up, and spread • Evaluation & monitoring <p>Key Learning Objectives:</p> <ul style="list-style-type: none"> • Knowledge of successful Canadian connected care implementations • Strategies for digital health solutions through practical application of use cases • Develop prototype toolkit for implementing connected care solutions in Canada <p>Discussion will also focus on bringing together traditional sectors and settings while incorporating new care models and technologies. In advance of the session, we invite you to bring forward examples and use cases that can be discussed at our workshop.</p> <p>Speakers include:</p> <ul style="list-style-type: none"> • Reshma Prashad, MHI, PhD Candidate in the Faculty of Health at York University, Adjunct Faculty at University of Toronto. Reshma’s work focuses on the utilization of digital health technologies to engage, educate and empower patients to self-manage their chronic conditions. She has over 10 years of Project Management experience in leading clinical systems implementations in Canada. • Grace Soyao, Founder and Chief Executive Officer, Self Care Catalysts. Grace has more than 20 years of commercial marketing and strategy experience from major Pharmaceutical and Consumer Packaged Goods companies. Self Care Catalysts is a cloud-based patient solutions, intelligence and analytics company.

	<p>1:30pm – 1:40pm Welcome, Introductions & Agenda Overview Mark Casselman, CEO, COACH: Canada’s Health Informatics Association</p> <p>1:40pm – 2:15pm Empowering the Healthcare Consumer: Consumer Digital Health Solutions</p> <p>“Technology enabled knowledge exchange between care providers and their patients”</p> <p>Reshma Prashad, MHI, PhD Candidate Adjunct Faculty, University of Toronto</p> <p>This presentation focuses on the health and financial benefits of technology enabled knowledge exchange between care providers and their patients. Two case studies of successful technology facilitated patient engagement will be shared with attendees.</p> <p>2:15pm – 2:40pm Attendee Breakout 1</p> <p>Attendees will work together to identify, define, and prioritize the key considerations for developing and implementing consumer digital health solutions. Breakouts will focus on: leadership & governance, technology solutions, incubating & operationalizing, evaluation & monitoring. A consolidated framework will be developed through this collaboration.</p> <p>2:40pm – 2:50pm Networking Break</p> <p>2:50pm – 3:25pm Empowering the Healthcare Consumer: Consumer Digital Health Solutions</p> <p>Panelists share their perspectives on requirements for successful leadership, design, implementation, and operationalization of consumer digital health solutions. Each founder shares a case study of patient engagement via connected care technology.</p> <p>Consumer Digital Health Start-up Panel:</p> <ul style="list-style-type: none"> ▪ Grace Soyao, Founder & Chief Executive Officer Self Care Catalysts <p>3:25pm – 3:50pm Attendee Breakout 2</p> <p>Attendees will work together to identify, define, and prioritize the key considerations for developing and implementing consumer digital health solutions. Breakouts will focus on: leadership & governance, technology solutions, incubating & operationalizing, evaluation & monitoring. A consolidated framework will be developed through this collaboration.</p> <p>3:50pm – 4:00pm Closing Remarks & Adjournment</p>
<p>Empowering the Healthcare Consumer: The Citizens’ Vision for Digital Health</p> <p>Location: 202CD</p> <p>Presented by:</p> 	<p>Infoway has engaged Canadians to co-design a vision for patient empowerment. In this session, you will learn about this engagement process and how Canadians want to be engaged. In addition, and with fellow participants, you will discuss enablers to make this vision a reality and hear about Infoway’s plans moving forward.</p> <p>Key Learning Objectives:</p> <ul style="list-style-type: none"> • Summarize an effective engagement process • Review what Canadians want from their health system and Infoway’s role • Discuss enablers for empowering Canadians to be more active participants in their care

1:30pm Opening Remarks & Context

Moderator **Shelagh Maloney**, Vice President Consumer Health, Communications & Evaluation Services

Canada Health Infoway believes that a coordinated effort amongst Canadian health institutions is essential to achieving the benefits of digital health. In this context, it's important to ask: What advances would Canadians value most? Canada Health Infoway explored this question intensively with 34 patients, family members, and citizens from across the country during the Better Health Together Workshop.

Session Objectives - Participants will:

- Learn about an effective engagement process
- Review what Canadians want from their health system and Infoway's role
- Discuss enablers for empowering Canadians to be more active participants in their care

1:55pm Breakout #1 - Identifying Principles

Infoway Facilitators:

- **Cassie Frazer**, Program Director, Consumer Health & Innovation
- **Krista Balenko**, Director, Telehomecare
- **Justin Noble**, Program Analyst, Consumer Health, Communications & Evaluation Services

Participants will break into smaller groups to explore key principles that Canadians believe should be included in digital health technology.

2:30pm Moderated Discussion

Moderator **Fraser Ratchford**, Group Program Director, Consumer Health & Innovation

Patient Representative from the Better Health Together Workshop

A patient representative from the Better Health Together workshop will share their experience of identifying the principles as part of the workshop. Fraser will then lead the group in a discussion to contrast the two.

2:55pm Break

3:10pm Learning more about the Better Health Together Workshop

Moderator **Shelagh Maloney**, Vice President Consumer Health, Communications & Evaluation Services


The engagement process undertaken in the Better Health Together workshop will be further reviewed, and participants will have an opportunity to hear about the vision or better health through digital solutions, as well as identified priorities and outcomes.

3:25pm Breakout Session # 2 – Vision, Priorities & Process

Infoway Facilitators:

- **Cassie Frazer**, Program Director, Consumer Health & Innovation
- **Krista Balenko**, Director, Telehomecare
- **Justin Noble**, Program Analyst, Consumer Health, Communications & Evaluation Services

Participants will break into smaller groups to explore key principles that Canadians believe should be included in digital health technology.

	<p>3:40pm Moderated Discussion</p> <p>Moderator Fraser Ratchford, will lead a discussion with the group, seeking the group's thoughts on the vision and priorities.</p> <p>3:50pm Closing Remarks</p> <p>Moderator Shelagh Maloney will summarize the learnings from the engagement process, highlight key takeaways, and discuss Infoway's next steps.</p>
<p>Empowering the Health Care Consumer: Using Data and Digital Solutions to Make Informed Decisions about Health</p> <p>Location: 203AB</p> <p>Presented by:</p> 	<p>This session will examine the steps we are taking through patient centred data and digital tools to empower the health care consumer. We'll learn more about their needs, expectations and perspectives. We'll also explore the data and digital tools that are available to help the consumer make informed health care decisions.</p> <p>Key Learning Objectives:</p> <ul style="list-style-type: none"> • Better understand today's health care consumer – their needs, expectations and perspectives • See how patient-centered data is being leveraged to change the health care-consumer interaction • Learn about the digital tools, available and emerging, that are providing reliable, accessible information to the health care consumer <p>1:30pm Opening Remarks</p> <p>Moderator: Kathleen Morris, Vice President Research and Analysis, CIHI</p> <p>1:35pm Session 1 – Profiling the Consumer</p> <ul style="list-style-type: none"> • Alies Maybee, Patient Advisor, Patients Advisors Network <p>This session will set the stage by profiling the health consumer. Alies will speak about her encounters with the health system and the impact and need for data and information. Through her presentation, participants will gain insight into the perspective of an informed consumer.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Sets the stage by profiling the health consumer today and examining their needs, expectations, perspectives • Provides an inside look at how a patient is using data and illustrates the growing expectation from consumers that healthcare will be efficient, seamless, and personalized • Highlights the patient's need for reliable, accessible digital tools and real time information <p>Question and Answer session with the audience</p> <p>2:15pm Session 2 – Using patient-centred data to engage the consumer and inform better care</p> <p>Join panelists as they discuss how data is being leveraged to empower patients and help inform their care. Panelists will provide a variety of perspectives from the patient to the provincial, national and international perspectives.</p> <p>Heather Thiessen, Patient Advisor, Saskatoon Health Region, Member of Patient Advisors Network – patient perspective</p> <p>Gail Dobell, Director of Performance Measurement, Health Quality</p>

Ontario – provincial perspective

Nicole de Guia, Manager, Canadian Joint Replacement Registry, PROMs, and PREMs data collection, CIHI – national perspective

Christina Lawand, Senior Researcher, Health System Analysis and Emerging Issues, CIHI – international perspective

Objectives:

- Share success stories on emerging data and how that data is being leveraged to make patients an agent of change for their own care

Question and Answer session with audience

3:00pm Bio Break

3:10pm Session 3 – Showcasing digital tools available to the consumer and how they are being used

Join panelists as they showcase digital tools and explore how they are helping to empower the consumer.

CHEO parent Angie Hamson and pediatrician Dr. King will provide parent and provider perspectives using [MyChart](#). Dr. Bournes will discuss new data that is being used by clinicians to empower individuals and make decisions. CIHI's Stephen O'Reilly will showcase CIHI's digital strategy for patient use and the tools that exist now or are planned.

Angie Hamson, Parent (CHEO)

Dr. Jim King, Pediatrician, Chief Medical Information Officer, CHEO and Associate Professor of Paediatrics, University of Ottawa

Dr. Debra A. Bournes, Chief Nursing Executive and Vice-President clinical programs at Ottawa Hospital

Stephen O'Reilly, Executive Director and Associate CIO, CIHI

Objectives:

- This session highlights the tools available to help empower consumers
- How are health organizations responding to consumer / patient's need for reliable, accessible digital tools and information?
- What data, analytics and digital tools are available or planned to provide consumers/patients with direct, real-time access to information? How are these tools being used?

Question and Answer session with audience

4:00pm Closing Remarks

Moderator **Kathleen Morris** will summarize learnings from the 3 sessions and tie together takeaways on empowering today's healthcare consumer

- Profile of patient as informed health consumer
- Leveraging patient-centred data to empower the consumer and inform care

Responding to the consumer need for reliable, accessible digital tools